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AVAILABLE FROM	Library Video Network, 320 York Rd., Towson, MD 21204 (20-minute, closed captioned videotape, Order no. 41055D, $99). Tel: 800-441-8273 (Toll Free); Fax: 410-887-2091; Web site: http://www.lvn.org.
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ABSTRACT

This videotape is intended to help library staff examine assumptions commonly made about people and realize that these assumptions can create barriers to outstanding public service. Designed for front-line and part-time staff, this 20-minute videotape showcases the basics of diversity training in the library. It uses scenarios taken directly from library workers' experiences, and proper reactions are discussed. By examining the scenarios and the solutions provided, viewers can see how to better serve their customers in this increasingly complex and diverse world. (AEF)

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